

MARYLAND DEPARTMENT OF HEALTH AND MENTAL HYGIENE
OFFICE OF SYSTEMS, OPERATIONS AND PHARMACY

REQUEST FOR PROPOSALS FOR
SUPPORT AND MAINTENANCE FOR EDITPS and MMIS II
SOLICITATION NO. DHMH-OPASS-15-14260

Maryland Department of Health and Mental Hygiene,
Office of Systems, Operations and Pharmacy
Correctional Services
201 West Preston Street
Lobby Room 2
Baltimore, Maryland 21201

Thursday, November 13, 2014

WHEREUPON,

Pursuant to Notice, the above-entitled meeting was held at 10:03 a.m. at the offices of the Maryland Department of Health and Mental Hygiene, Office of Systems, Operations and Pharmacy, 201 West Preston Street, Lobby Room 2, Baltimore, Maryland 21201, there being present the following parties:

STATE STAFF:

Queen Davis, Contract Officer
Jane Rutkowski, Procurement Coordinator
Matt Asplen, Project Manager
Craig Smalls, Director
John Bohns, Senior Medicaid Project Manager

ATTENDEES:

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David Kiasi, Applications Alternatives
 Louis Bullock, SQN Systems
 Brian Zernhelt, Software Consortium
 Mike Boyle, TCC
 Randy Hayes, GeBBS Technology Solutions
 Qunetin Cantlo, CNSI
 Derrick Burnett, CAEI
 Kim Cantrino (phonetic), PTS
 Charles Blackmore, iConnect Group
 Maye c, Junosys Technologies, LLC
 Mary Warren, Williams Consulting
 Marty Nelson, FEi Systems
 Ron Rhodes, FEi Systems
 Scott Reiner, General Dynamics
 Information Technology
 Kristin Pennypacker, PSI
 Kimberly Quick, DHMH
 Unidentified, CNSI
 Alan Shugart, CSC
 Tony Cegelski, CSC
 Joe Dunne, DHMH
 Jean Self (phonetic), DHMH
 Pete Zairis, Group Z
 Nora Presti, Group Z
 Arvinder Singh, CNSI
 Manu Bakshi, ServBeyond
 Unidentified, ServBeyond
 Unidentified, ServBeyond
 Harrison Smith, DHMH
 Sri Akula, CNSI
 Chris Bennett, CSC

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Will Pearce, CSC
Rhonda White, CSC
David Beach, CSC
Lee Russell, DHMH
Zena Morris, DHMH
Keith Sewell, DHMH

REPORTED BY: CATHY MATTHEWS, Notary Public

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P R O C E E D I N G S

MS. DAVIS: Good morning, everybody. Welcome to the pre-proposal conference for support maintenance and EDITPS and MMIS solicitation.

My name is Queen Davis. I am from the Office of Procurement and Support Services. I am the contract officer for this solicitation. I am representing Michael Howard, who is the procurement officer for the Office of Procurement and Support Services. I am asking everyone that has not already done so to please sign the sign-in sheet and put your information there. That way if there are any addendas or any other information, we can readily send it to those who are attending the meeting today. So I appreciate you giving us your information.

I am going to ask everyone to introduce themselves before we begin. I will be giving an overview of the procurement process. After which the program will give a (indiscernible) overview of the services that's being required in this solicitation.

Again, my name is Queen Davis. I'm a

contract officer. And we'll start with you, Jane.

MS. RUTKOWSKI: Jane Rutkowski, Procurement Coordinator for OSOP.

MR. ASPLEN: Matt Asplen, I'm the DHMH Project Manager.

MR. SMALLS: Craig Smalls, Director of Systems and Operations for Medicaid.

MR. BOHNS: John Bohns, DHMH Project Manager.

MR. KIASI: David Kiasi, Applications Alternatives. We are an MBE -- MDOT certified MBE, and applications (indiscernible).

MR. BULLOCK: Louis Bullock, SQN Systems, African-American MBE, and veteran owned small business as well.

MR. ZERNHELT: Brian Zernhelt, Software Consortium.

MR. BOYLE: Mike Boyle, TCC Software Solutions. We're certified Hispanic MBE.

MR. HAYES: Randy Hayes, Gebbs Consulting.

MR. CANTLO: Quentin Cantlo, CAEI.

MR. BURNETT: Derrick Burnett, CAEI.

(Indiscernible) African-American MBE.

MS. CONTENIO: Khin Contenio, PTES, MBE.

MR. BLACKMORE: Charles Blackmore, iConnect Group, certified MBE and have got vast experience in healthcare.

MS. MAYE: Maye from Junosys. We are principal with (indiscernible).

MS. WARREN: Mary Warren, Williams Consulting. And we're disadvantaged, we are a small business, we are MBE certified. And we have significant experience supporting federal, state, and local Medicaid programs.

MR. NELSON: Marty Nelson, FEI Systems.

MR. RHODES: Ron Rhodes, also FEI Systems.

MR. REINER: Scott Reinter, General Dynamics Information Technology Health Solutions.

MS. PENNYPACKER: Kristin Pennypacker, Planned Systems International.

MS. DAVIS: Let's start in the back, and then we'll come over on this side. Thank you.

MS. QUICK: Kimberly Quick, Department of Health and Mental Hygiene.

MR. QUID: Adam Quid (phonetic), CNSI.

MS. LEEK: Patricia Leek, DHMH Systems.

MR. SHUGART: Alan Shugart, CSC.

MR. CEGELSKI: Tony Cegelski, CSC.

MR. DUNNE: Joe Dunne, DHMH Systems.

MS. SELF: Jean Self (phonetic), DHMH
(indiscernible).

MR. ZAIRIS: Pete Zairis from Z

MS. PRESTI: Nora Presti from Z, woman owned
MBE.

MR. SINGH: Arvondel Singh, CNSI.

MR. BAKSHI: Mano Baksmi, from ServBeyond
Solutions. We do business at CNS and we are an MBE
certified.

MR. JIMA: Deepak Jima, Serv Beyond.

UNIDENTIFIED SPEAKER: (Indiscernible), Serv
Beyond.

MR. SMITH: Harrison Smith, DHMH, Office of
Information and Technology.

MR. AKULA: Sri Akula, CNSI.

MR. BENNETT: Chris Bennett, from CSC.

MR. PEARCE: Will Pearce, CSC.

MR. SANTOS: Bob Santos, CSC.

MS. WHITE: Rhonda White, CSC.

MR. BEACH: David Beach, CSC.

MR. RUSSELL: Lee Russell, DHMH Systems
Liaison Services (phonetic).

MS. MORRIS: Zena Morris, Deputy Director of
DHMH.

MR. SEWELL: Keith Sewell, Executive
Director for Systems and Operations.

MS. DAVIS: And we have our transcriber
here, who will be taking minutes of this meeting.
These minutes will be posted to the eMaryland
Marketplace, and also to our DHMH Procurement website.
If you decide not to submit a proposal for this
procurement, we ask that you please complete the
vendor's form NDRP. This way we will -- it will help
us to understand why, if you did not decide to submit
a
Proposal, and maybe help us with next proposals. So
we appreciate you sending that form back to the
department, if you do decide not to submit a proposal.

Subsequent to this pre-proposal conference,

written questions will be accepted by the Medical Care Program until there is insufficient time for a response to impact on a proposal submission.

The Program has determined December 2, 2014 will be our cut-off for all questions.

Questions and answers will be distributed to all persons known by the issuing office and to the Office of Procurement to have obtained the RFP. And questions and answers will be posted, as I said, on eMaryland Marketplace and on our DHMH Procurement website.

The procurement method for this solicitation is competitive sealed proposals. The contract resulting from this solicitation will be for three years, beginning on or about May 1, 2014, and ending on or about April 30, 2018.

At the discretion of the Department, the contract may be extended for four one-year option periods, at the sole discretion of the Department. All dates and times can be found on the Key Information Summary Sheet in the front of the RFP.

Proposals are due on or before Thursday,

December 11, 2014, at 2:00 p.m. local time. Proposals will be received at the Department of Health and Mental Hygiene, Office of Procurement and Support Services, 201 West Preston Street, Room 416, Baltimore, Maryland 21201, to my attention, Queen Davis. Timely submissions are vital. Late submissions shall not be accepted.

Please note that an MBE subcontracting goal of 30% has been established for the contract resulting in this solicitation. In addition, this contract has MBE subgoals as follow: 7 percent for African-American, 2 percent Asian, and 8 percent woman. For additional information regarding the MBE participation, specific instructions regarding the MBE can be found in Section 1.33 of the RFP.

An offeror that requests a waiver of the goal, or any of the applicable subgoals, will be responsible for submitting the Good Faith Effort documents to support their waiver request. That's Attachment D-1C. And all documentation, within 10 working days, is required from notification that it is recommended awardee, or from the date of the actual

award, whichever is earlier, as required for the waiver request, any waiver request. I apologize.

The offeror is advised that liquidated damages will apply in the event the contractor fails to comply, in good faith, with the requirements of the MBE program and pertinent contract provisions. And those liquidated damages can be found in Attachment A. I think it's number 39.

I will -- well, I would have turned this portion over to Courtney Billups, but he's in a meeting, the MBE director, and he'll give you more detail on the MBE subgoals, and the MBEI goal, and VSPE goal - or non goal for VSPE. He will be here at around 11 o'clock. He's in a previous meeting. So he will give you more information on that, later on in this meeting.

Just remember that the appropriate forms -- MBE forms must be included for the offeror to be considered for award. And that information is explained also in the document in Section 1.33.

If you will turn your attention to the Minimum Qualifications, the Section 2, page 21 on 2-1

of the RFP. All of the following of minimum qualifications are mandatory. The offeror shall provide information in a transmittal letter to its proposal, that includes details of how the offeror meets the following minimum qualifications. The minimum equations are:

The offeror shall have at least three years' experience in operating, maintaining, and supporting a Microsoft BizTalk X 12 Electronic Data Interchange Solution.

The offeror shall have at least five years' experience in providing staff on health insurance industry engagement to support legacy mainframe systems to federal or state agency of similar size and scope of Maryland Medicaid, including all of IBM mainframe computers with COBOL, DB2, CICS, FOCUS, and JCL.

The Offeror shall have at least three years' experience in providing staff on an engagement to support VisionWare.

The offeror shall include a minimum of three years' references for each public sector client,

federal, state or local, for whom work similar to this project in size and scope has been completed within the last ten years. The references shall include the name of each client, reference, point of contact, telephone number, and email address. DHMH has the right to contact any references of its choosing, and as part of the evaluation process, including references not provided by the offeror, but otherwise, known to DHMH.

The scope of work is listed in Section 3 of RFP. And Matt Asplen and Craig Smalls will give you an overview of this after I finish my overview of this contract process.

If you will turn your attention to Section 4.2. That's the format for submitting your proposal. Volume I is the technical proposal - will be the technical proposal -- I'm sorry.

And Volume II, the financial proposal shall be sealed separately from one another. It is preferred, but not required, that the name, email, address, and telephone number of the offeror be included on the outside of the packaging of each

volume. Each volume should contain an unbound original, so identified, and six copies. Unless the resulting package will be too unwieldy, the State's preference is is for the two sealed volumes to be submitted together in a single package, including a label bearing: A. The RFP title number; B. Name and address of the offeror; and C. Closing date and time for receipt of proposals. And it should be sent to my attention, see Section 1.5, prior to the date and time for receipt of proposal, see Section 1.11 for proposal due date closing and time.

An electronic version, CD or a DVD, of the technical proposal in Microsoft format, version 2007, is preferred. Must be enclosed with the original technical proposal. An electronic version, CD or a DVD, of the financial proposal in Microsoft Word or Microsoft Excel format, version 2007, must be enclosed with the original financial proposal.

CD and DVDs must be labeled on the outside, with the RFP title and number, name of the offeror, and volume number. CD and DVDs must be packaged with the original copy of the appropriate proposal,

technical or financial.

A second electronic version of Volume I and Volume II, in searchable Adobe PDF format, shall be submitted on CD or DVD for public information, at request. This copy shall be redacted so that confidential and/or proprietary information has been removed. And you can see Section 1.14 for instructions and information on Public Information Act Notice.

All pages of both proposal volumes shall be consecutively numbered, from beginning to the end. Proposals and any modifications to proposals will be shown only to State employees, member of the Evaluation Committee, or other persons deemed by the Department to have a legitimate interest in them.

If you'll turn to Section 4.3 for the delivery of the proposal. Offerors may either mail or hand-deliver proposals. For U.S. Postal Service deliveries, any proposal that has been received at the appropriate mailroom, or a typical place of mail receipt for the respective procuring unit by the time and date listed on the RFP will be deemed to be

timely.

If an offeror chooses to use the U.S. Postal Service for delivery, the Department recommends that it use Express Mail, Priority Mail, or service for delivery, or I mean -- I'm sorry, or certified mail. Only as these are the only forms for which both the date and time of receipt can be verified by the Department.

An offeror using first class mail will not be able to provide a time of delivery at the mailroom. And it could take several days for an item to be sent by first class mail to make its way by normal internal mail to the procuring unit.

Hand-delivery includes delivery by a commercial carrier acting as an agent for the offeror. For any type of direct or non-mail delivery, offerors are advised to secure a dated, signed, and time-stamped receipt of delivery. After receipt a Register of Proposals will be prepared that identifies each offeror. The Register of Proposals will be open to inspection only after the Procurement Officer makes a determination, recommending the award of the contract.

If you will turn your attention to Section 4.4. And this gives detailed information on how your technical proposals shall be formatted and submitted to the Department. And please review and adhere to the specifics of this section. Volume I is the technical proposal. Please note no pricing information is to be included in the technical proposal. Pricing information is to be included only in the financial proposal, which is Volume II. And, lastly, Section 5 instructs the offeror on the Evaluation Committee duties, the evaluation criteria, and selection procedure for this procurement.

The Contract Affidavit, attachment C, and the Standard Contract, attachment A, are not required until determination of award is made. Again, remember there are only three acceptable means of delivering your proposal, the U.S. Postal Service, hand delivery by offeror, and make sure you get a receipt, and hand delivery by a commercial carrier. And make sure your commercial carrier receives a receipt, dated and time-stamped, of the proposal.

Unsuccessful vendors may request a

debriefing after notification of non-award. And that concludes my overview of the procurement process. If anyone has any questions, they can ask now. If not, I'll turn it over to Matt Asplen. And he can give an overview of the requirements, and such.

MR. ASPLEN: Thank you, Queen, good morning. My name is Matt Asplen, I'm the Project Manager. The Office of Systems, Operation and Pharmacy is responsible for running Maryland's Medicaid System. This RFP is about providing staff to help support our Medicaid system.

There are two unique aspects -- or two aspects to this, to our staffing. The first is staffing for the MMIS system, which is a legacy mainframe system. The second piece is the EDITPS system, which is our HIPAA translator. For the MMIS staff, this staff will be interspersed amongst our State staff, and will be working under State management with COBOL, CICS, FOCUS, looking for programmer analysts.

Also, DBAs to support our DB2. We are looking for a websphere developer who will support our

eMedicaid front end. In addition, there are some systems - a system engineer and a computer specialist.

The EDITPS system, which translates our HIPAA standard X12 transactions, is a Microsoft BizTalk SQL server platform. For the EDITPS, that staff will essentially be responsible for supporting the EDITPS system. They will not be interspersed with State staff.

In addition to BizTalk, there is a VisionWare product which runs our common client interchange, incarceration match, and a Register of Wills match. We are expecting the staff to have experience in this VisionWare product, to be able to support these two critical functions. That's pretty much what I have.

MR. SMALLS: And, again, I'm Craig Smalls, Director of Systems Operations. The brief overview that Matt gave is pretty much straightforward, but as RFP, pretty much one of the straightforward RFPs I've worked on in a long time. It's not really much ambiguity with this RFP. We're looking for, again, staff to complement our existing staff. And as Matt

said, for the EDITPS, more like maintenance operations effort there to -- for ongoing support of our EDI transactions on that side.

And just so we make it clear, this is the Medicaid Program, not the Medicare Program. A lot of times people get the two mixed up. Still in this building people may say you're on Medicare, but it's really Medicaid, State administered, federal and state funded.

We have over a million plus recipients, over 14,000 pay-to providers, and the number of recipients growing every day as a result of the Affordable Care Act.

So that's much to it. Again, it's much straightforward solicitation that's out -- that we put out there. And hopefully you guys will bid. So, Queen, I don't have anything else.

MS. DAVIS: Are there any questions? Oh, we must have done a really good job. Oh, sorry.

MR. KIASI: David Kiasi, Applications Alternative. Are we going to have -- I was going to wait until all the presentations were

done to ask questions.

MS. DAVIS: Sure. We're done.

MR. KIASI: Oh, okay. Two questions, one is the current MMIS II and EDITPS systems, I assume you have contractors supporting those?

MS. DAVIS: We, currently, have Computer Science Corporation supporting that system now.

MR. KIASI: Both of those?

MR. SMALLS: Well, let me just say this. What EDITPS -- Queen was right - we have - it's both, for the EDITPS is being managed and run by our vendor, CSC.

MR. KIASI: Okay.

MR. SMALLS: The MMIS, which is the State's -- each state has a Medicaid management information system. As Matt pleaded earlier, that is both State, and complement of contractor staff helping support those applications.

MR. KIASI: Okay. And who is that contractor?

MR. SMALLS: It's CSC.

MR. KIASI: Oh, okay. All right. Okay. My

second question was you had gone over the qualifications for the procurement. However, in the RFP there are specific categories of staff defined. And it doesn't -- I guess if the prime contractor has that experience, could the sub have the experience, meeting the requirements in this RFP only, without the overall experience that you had mentioned?

MS. DAVIS: Yeah. Can we get back with you on that?

MR. KIASI: Okay.

MR. DAVIS: Because you're asking if the prime has -- doesn't have the experience, could the sub make up for that experience?

MR. SMALLS: No, the reverse.

MS. DAVIS: Oh.

MR. KIASI: If the prime has the experience

--

MS. DAVIS: Yes.

MR. KIASI: -- could a sub just have the experience defined in these labor categories to support the prime?

MS. DAVIS: The key personnel, for key

personnel?

MR. KIASI: The non-key.

MS. DAVIS: The non-key personnel, yes.

MR. BOHNS: Yeah, the prime --

THE COURT REPORTER: Excuse me, I'm not hearing you.

MS. DAVIS: Oh, John, she couldn't hear you.

MR. BOHNS: John Bohns. It would be a combination of the prime and the sub having that experience.

MR. SMALLS: So the prime could have the varied detailed experience that you mentioned, and the sub could only -- could possibly just cover one area of the labor category.

UNIDENTIFIED SPEAKER: Put that question in writing so we can make sure to (indiscernible).

MR. KIASI: Okay.

UNIDENTIFIED SPEAKER: Just make sure we're hitting you.

MR. KIASI: Okay.

MS. DAVIS: Any more questions? Yes, sir?

MR. ZERNHELT: Brian Zernhelt, Software

Consortium. Under the minimum qualifications, you have VisionWare listed as three years' experience. Can that be exchanged for preferred qualifications?

MS. DAVIS: No. None of the minimum qualifications are interchangeable. Any more questions?

MS. MORRIS: Placement (indiscernible), Zena Morris.

MS. DAVIS: Oh, yeah, absolutely. And if you have any questions, as stated in the RFP Section 1.9, please submit the questions to that group email. It's listed in Section -- I think it's 1.9, for questions, by the, prior to the cutoff date for questions. I think it's 1.9. Yes, Section 1.9, Page 4, 1-4. Are there no other questions?

MR. BURNETT: Excuse me. Derrick Burnett, CAPI. I heard you say that CSC was -

MS. DAVIS: Did you get him?

THE COURT REPORTER: He needs to speak up because he's so far away.

MS. DAVIS: Could you speak up, please?

MR. BURNETT: CSC is the prime, correct?

MS. DAVIS: CSC is the prime contractor.

MR. BURNETT: And I also heard you say CSNI?

MS. DAVIS: CNSI is the subcontractor.

MR. BURNETT: Is the subcontractor?

MS. DAVIS: Yes.

MR. BURNETT: So all the positions advertised, are they existing positions that they're holding now?

MS. DAVIS: Yes, they are. Are they?

MR. ASPLEN: Some are, and some are not. Similar but not exactly the same.

MR. SMALLS: And let's be clear. It's not just CNSI.

UNIDENTIFIED SPEAKER: There's seven different (indiscernible).

MR. SMALLS: Right exactly. Yeah.

MR. BURNETT: Say that again?

MR. ASPLEN: I think there's like either five or seven different subcontractors.

MR. SMALLS: There's several subcontractors under that contractor.

UNIDENTIFIED SPEAKER: How long has that

contract been in place?

MS. DAVIS: We can put that in the minutes. I'm not quite sure, but it's been a while. Yes, sir?

MR. KIASI: David Kiasi, Applications Alternatives. Given that you just mentioned several subcontractors, if you could please respond with like what the contractors are doing for CSC, and their particular areas, and who they are?

MS. DAVIS: Well, that information won't be forthcoming. But we can certainly let you know who -- well, let me get back to you as far as letting you know who all of the primes are. Subs.

MR. KIASI: Oh, the subs, yes.

MS. DAVIS: Yes.

MR. KIASI: Okay. Thank you.

MS. DAVIS: Any other questions? Yes, sir?

MR. WIGGINS: Hi, Mark Wiggins with Deloitte.

MS. DAVIS: Could you sit - could you speak up a little bit more, and?

MR. WIGGINS: Oh, sure. Mark Wiggins with Deloitte. Yeah, D-E-L-O-I-T-T-E. Section 1.24,

mandatory contract terms. There's a statement in there about proposal that takes exception to those terms being rejected.

MS. DAVIS: Yes.

MR. WIGGINS: Can you talk about the purpose of that statement and if all the mandatory terms that you're saying are mandatory are supported by COMAR?

MS. DAVIS: All of our mandatory terms in our contract are supported by COMAR. And unless reviewed and accepted by the program, we do not change our mandatory language. You can certainly submit a request. It will be reviewed, but not necessarily accepted. And we will let you know what is and is not accepted. And we would expect you to have any exceptions to the contract or the terms, prior to submitting your proposal, not after proposal is submitted. So during this time period you can submit any exceptions you have.

MR. WIGGINS: Okay. But the issue that we're having right now is we've already submitted -- this RFP to our legal counsel for review, but they're having a problem matching what you're calling

mandatory to COMAR.

MS. DAVIS: Okay. So any exceptions that they're having, as I said, they can certainly send that in email as a question, or a concern, and we will review it and get back to them.

MR. WIGGINS: Okay.

MS. DAVIS: Okay.

MR. WIGGINS: Is there a way that you guys can reference what COMAR clause you're saying is tied to the mandatory?

MS. DAVIS: If you submit your concerns, we will address them, accordingly. And if it's referenced to COMAR, we will put in there what it is in COMAR that it's referencing.

MR. WIGGINS: Okay. So I'll just --

MS. DAVIS: And if it's not, we'll tell you why we had that as a mandatory clause.

MR. WIGGINS: Okay. So I just need to submit the question I have.

MS. DAVIS: Yes.

MR. WIGGINS: Saying please reference the COMAR?

MS. DAVIS: Yes.

MR. WIGGINS: Thank you.

MS. DAVIS: Any more questions? Okay. If there are no more questions, we appreciate you coming. We were expecting Courtney around 11:00 to give you any information that you may have on the MBE participation or lack thereof. But he has not made it to his seat yet. He's probably still in his meeting.

If you have any questions concerning that, you can send it to me, and we will respond as soon as possible. Okay? Thank you all for coming, we appreciate it. And good luck.

(Whereupon, at 10:35 a.m., the meeting was concluded.)

CERTIFICATE OF NOTARY

I, CATHY MATTHEWS, NOTARY PUBLIC, the officer before whom the foregoing testimony was taken, do hereby certify that the witness whose testimony appears in the foregoing transcript was duly sworn by me; that the testimony of said witness was taken by me by stenomask means and thereafter reduced to typewriting by me or under my direction; that said testimony is a true record of the testimony given by said witness; that I am neither counsel for, related to, nor employed by any of the parties to the action in which this testimony is taken; and, further, that I am not a relative or employee of any attorney or counsel employed by the parties hereto, nor financially or otherwise interested in the outcome of the action.

This certification is expressly withdrawn and denied upon the disassembly or photocopying of the foregoing transcript of the proceedings or any part thereof, including exhibits, unless said disassembly or photocopying is done by the undersigned court reporter and/or under the auspices of Hunt Reporting Company, and the signature and original seal is attached thereto.

CATHY MATTHEWS

Notary Public in and for
the State of Maryland

My Commission Expires:

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